

FREQUENTLY ASKED QUESTIONS (FAQ) FOR SIMSBURY FARMS & MEMORIAL POOLS: SUMMER 2020

When will the pool be open?

Simsbury Farms is expected to be open for public swim on Monday-Friday from 1:00pm-4:00pm and 5:00pm-8:00pm and on Saturday/Sunday from 11:30am-2:30pm and 3:30pm-6:30pm beginning on June 20. Lap swim is expected Monday-Friday 11:30am-12:30pm and weekends 10:00am-11:00am, both with limited spots available (TBD).

Do I have to sign up in advance online to go to a public swim session or lap swim?

Yes! All individuals looking to swim at Simsbury Farms or Memorial Pool **MUST** sign up online. Due to COVID-19 space in our facility will be extremely limited this season and we don't want to see anyone arrive to the pool only to find that we are unable to accommodate you. For season pass holders, reservations can be made a day in advance beginning at 8:00am and are open until 8:00am the day of the swim or we have reached capacity, whichever comes first. Day of registrations will become available for any remaining spots beginning 8:00am the day of the session. You will be asked to show a Photo ID with the account name used for the reservation when you check in at the pool.

Can I walk up and pay the day of?

Unfortunately, no. Simsbury Farms and Memorial Pools will be payment-free on site and staff will not be able to accept payments via any method (cash, card, or check) at the entrance gate. All transactions must be completed through the online registration www.simsburyrec.com. Again, we encourage you to **"Know Before You Go"** by reserving your spaces online so you won't be disappointed when you arrive.

Is the pool open to non-residents?

Unfortunately this summer, Simsbury Farms will be open for **Simsbury Residents only**.

Will Memorial Pool be open?

Memorial Pool will be open for public use in the wading pool **ONLY**. Reservations must be paid online, in advance. The wading pool will be open for 2 public sessions from 9:30-11:00am and 11:30-1:00pm.

Will Simsbury Farms have Swimming and Diving Lessons?

Simsbury Farms will have swimming and diving lessons from 10:00am-12:00pm, Monday-Friday. We will only be offering traditional Red Cross levels 3-6. This is to ensure social distancing between instructors and the swimmers. ****Students must be able to swim a ½ lap unassisted using combined front and back stroke. All levels will operate with lower enrollment to ensure appropriate social distancing.**

How will you maintain social distancing on pool deck?

-During public swim, families will be asked to remain within their own designated space on the pool deck. Areas will be marked off 6 feet apart from one another. Families are asked to only reside within their designated area on the pool deck, unless using concessions, restrooms or go to and from the pools. Our "Please Force" staff members will ask patrons to maintain social distancing throughout their time at the facility.

How will you maintain social distancing within the pool?

Social distancing within the pool is a primary responsibility of the patrons. However, our guards may notify swimmers with a hand gesture if they are too close to other parties. Our "Please Force" staff members will ask patrons to maintain social distancing throughout their time at the facility.

How will the staff properly sanitize the facility?

Our "Clean Team" will be working around the clock to sanitize and clean all common touch points around the pool deck and throughout the facility. Our locker room attendant staff will be consistently cleaning bathrooms and the public indoor facility.

Will Restrooms be open?

Simsbury Farms will have 8 public restrooms open that will be cleaned regularly. Our lobby and indoor facility will be open with traffic flowing in one direction. However, we ask that you do not stand in our hallways to wait in line for the bathrooms. We want to keep the flow of traffic moving, so we ask that you circle back around to the entrance of the building upon passing all of the restrooms if they are full.

Do I have to wear a mask?

Masks must be worn by anyone 14 and older when entering the facility, as well as anytime using the restrooms, the snack shack, or anywhere throughout the indoor facility. Masks do not have to be worn when traveling between pools. Masks are not to be worn in the water as this creates an additional hazard. Masks for children are recommended.

Will the snack shack be open?

We are currently planning on having our snack shack to be open during public swim. Food will be served in a manner that ensures social distancing.

Will there be tubes and noodles for public use?

We will not be providing tubes, noodles, toys, or goggles to be used by the public. This is to reduce areas of common exposure around the pool deck. However, we will have "bubbles" floatation devices for public use that can be signed out on a first-come, first-serve basis upon arrival at Simsbury Farms.

Will there be chairs at the pool?

A limited supply of chairs will be available for public use and will be cleaned between uses by our "Clean Team". You are welcome and encouraged to bring your own chairs.

What can I bring to use at the pool?

You are more than welcome to bring your own goggles (that don't cover the nose), diving sticks, and pool toys for the wading pool toys. However, we ask that you ensure only your family members are using the toys to reduce the risk of spreading germs.

Due to the lack of shade can we bring our own umbrellas?

Yes. You are allowed to bring umbrellas for shade. However, Simsbury Farms Staff reserves the right to lower any umbrellas that they feel are a hazard on the pool deck (ie due to wind, weather, etc.)

Can I bring my own food?

Yes! You can bring your own food, however, we ask that you eat it in one of our designated areas.

We will continue to update this document as the need arises! Thank you for patience, support and understanding.